



Loudoun County Sheriff's Office Dispatcher and Call-Taker Pre-Employment Questionnaire



Experience has shown that many applicants for Dispatcher and Call-Taker positions consider only certain aspects of the job while ignoring less attractive features. As a result, when new employees encounter negative job features they sometimes react by leaving the position before training is completed or within a few months of release from the training program.

While there are many satisfying and rewarding aspects of these positions, there is no question that they make significant contributions to the welfare and safety of their fellow citizens and law enforcement officers. It is important for all applicants to carefully consider **both** the negative and positive features of a new career **before** considering the position.

The job factors listed below are features of the Dispatcher and Call-Taker positions that many applicants are often unaware of. If you are concerned about any of these items, you may discuss your concerns with the applicant section supervisor.

This questionnaire should be carefully considered when applying for these positions. Please consider discussing the various aspects with your family and how each item may personally affect you. Should you be successful in passing all the phases in the hiring process and are offered a position, this form will then become part of your permanent personnel file.

WORKING ENVIRONMENT

No.	Comment	Initial
1	You must have regular and predictable attendance.	
2	You must arrive for work on time with all issued equipment and be immediately prepared for work.	
3	You may be required to work different shifts in a 24 x 7 work environment.	
4	You may have no choice about which shift you are assigned to work.	
5	You may have no choice about which days you work.	
6	You may be required to work all shifts, including during the training period.	
7	You may be required to work weekends on a regular basis.	
8	You must be prepared to work any and all Federal, State, and religious holidays on the recognized or actual date.	
9	You must be prepared to work on personally important or special days (i.e. birthdays, anniversaries, sporting events, etc.).	
10	You must be able to obtain childcare for all types of shifts on a regular basis.	
11	You must be able to obtain childcare for weekends and holidays on a regular basis.	
12	You must be able to obtain childcare on short notice events on a frequent basis.	
13	You must be able to work voluntary overtime, before or after a shift, sometimes	



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	with little to no notice.	
14	You may be asked to work mandatory overtime, before or after a shift, sometimes with little to no notice.	
15	You must have reliable transportation that functions in the 24 hour environment.	
16	You must be willing to carry a working pager and contact the department when requested.	
17	You must be willing to respond back to work with little to no notice.	
18	Dispatchers and Call-Takers must often be at their workstation for extended durations of time, including regularly eating meals at your workstation. No established breaks are provided. Leaving the building is often restricted or prohibited. Depending on work load, unscheduled breaks (i.e. to walk around, get coffee, etc.) are sometimes restricted.	
19	Must be able to work within an organization structured on the military model. Specifically, must be willing to: <ul style="list-style-type: none"> • Work through a highly structured "chain of command" • Have all phone and radio activities recorded • Work in accordance with a disciplinary policy • Work in a restricted access area 	
20	Must be able to work at a radio console and computer terminals for an entire shift (minimum of 8.5 to a maximum of 12 hours).	
21	Must be able to work at a console with five computer monitors, numerous radios and ringing telephones, while multi-tasking seamlessly between the computers, telephone and radios while being able to type accurately.	
22	Must be able to work in a confined room with low lighting.	
23	Must be able to work in a high stress environment.	
24	Must be able to get along with and assist your co-workers.	
25	Must be able receive criticism from co-workers, supervisors, law enforcement officers and civilians.	
26	During training, be regularly reminded of errors and mistakes.	
27	During training, receive a daily rating of your job performance including criticism.	
28	Must be able to have the ability to accurately record the information the caller is giving you into the computer in real time.	
29	Must be able to work at a rapid pace over which you have little to no control.	
30	Must be able to maintain intense concentration and attention for extended periods of time.	



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Types of Calls

No.	Comment	Initial
1	Must be able to answer telephone calls where someone screams at you.	
2	Must be able to answer telephone calls where the caller directs obscene language at you.	
3	Must be able to answer and respond to telephone calls where the caller is hysterical, intoxicated, irrational, or confused.	
4	Must be able to answer and respond to telephone calls in which the caller is difficult to understand or speaks another language.	
5	Must be able to answer telephone calls from suicidal subjects and be mentally prepared to deal with a person that has committed suicide while on the phone with you.	
6	Must be able to answer, handle and/or transfer calls where a violent crime is in progress.	
7	Must be able to answer and respond to law enforcement calls quickly and accurately.	
8	Must be able to make quick decisions on which one or more person's safety is at stake.	
9	Must be able to prioritize calls to be dispatched, deciding which is most serious.	
10	Must be able to maintain the safety of law enforcement officers at all times.	

With my signature below, I state that I have read, considered and understand each item.

Signature

Date

Printed Name _____